Telephone fault repair services

*731. SHRI C. RAMACHANDRAIAH:
SHRI K. RAHMAN KHAN:

Will the Minister of COMMUNICATION AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that telephone fault repair service has been going from bad to worse in the Capital for past some time;

(b) the approximate number of complaints received by the different telephone exchanges everyday;

(c) the time taken to attend to a complaint and restore a telephone to its normal functioning; and

(d) whether it is a fact that in some parts of the Capital *e.g.* Trans-Yamuna it takes several days to attend to a complaint, if so, the steps Government have taken to minimise the time taken in attending to the complaints?

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI PRAMOD MAHAJAN): (a) No, Sir. On the contrary, there has been improvement during the last three years as is evident from parameters related to fault repair service given below:

Parameter	**Achievements during the year**		
	1999-2000	2000-2001	2001-2002
No. of Faults/100 stations	30.34	25.47	21.30
Average duration of faults (in hrs.)	35.46	26.75	26.19
Faults cleared on same day(%)	28.33	25.87	41.10

(b) and (c) The details in regard to complaints received by different telephone exchanges everyday and average duration of faults for each exchange are shown in the Statement (*See* below).

(d) Most of the faults in MTNL, Delhi (including Trans Yamuna area) are attended within 48 hours. Only few complaints get delayed due to damage/theft/faults in underground cables in some pockets.

In Trans Yamuna also there has been improvement in terms of percentage of faults cleared on the same day during the last three years as under:—

Year	1999-2000	2000-2001	2001-2002
Percentage of fault cleared on same day	199.90	21.07	36.34

Some of the steps initiated to minimise the time taken to attend the complaints are as follows:

1. All the line staff have been provided with pagers on which faults are transmitted quickly.

2. All fault repair systems have been computerized.

3. Opening of more switching nodes so as to reduce the cable length.

4. Use of wireless technology in the local network, like WLL, CORDECT etc., thus minimising human intervention.

5. Rehabilitation of external network.

Statement

Details of complaints and average duration of faults in MTNL Delhi during April, 2002.

Name of Exchange	Average number of complaints booked per day	Average duration of faults in hours
1	2	3
Janpath	155	5.93
Kidwai Bhawan	396	6.91
Rajpath	84	7.15
Sena Bhawan	99	8.29
Jorbagh	326	21.38
CGO Complex	213	11.64
Delhi Gate	436	5.43
Idgah	789	10.38
Minto Road	162	5.88
Tis Hazari	703	9.66

1	2	3
Lothian Road	62	1.72
Laxmi Nagar	1892	25.67
Mayur Vihar-II	214	36.23
Karkardooma	441	24.75
Mayur Vihar-I	189	4.86
Shahdara	641	19.99
Yamuna Vihar	694	42.07
Shakti Nagar	1208	37.15
Keshav Puram	387	44.49
Rohini-I	254	17.51
Saraswati Vihar	167	17.99
Rahini-II	177	37.29
Rohini-III	274	19.93
Badli	356	42.36
Chankya Puri	318	11.57
Haus Khas	927	19.95
Chhatarpur	87	39.25
Vasant Kunj	103	9.12
Bhikaji Kama Place	396	10.75
Vasant Vihar	127	7.56
Nehru Place	914	19.35
Okhla	806	39.37
Sarita Vihar	253	20.07
Tughlakabad	328	35.81
Tehkhand	45	68.65
Asiad Village	41	18.18
Sadiq Nagar	69	39.63
Karol Bagh	854	35.98
Delhi Cantt.	138	32.89
Palam	12	35.90
Shadi Pur	210	58.27
Najafgarh	198	66.01
Rajouri Garden	296	60.40
Hari Nagar	553	33.01
Paschim Vihar	469	17.94
Nangloi	486	53.60